GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:6315
ANSWERED ON:08.05.2000
COMPLAINTS AGAINST TELEPHONE DEPARTMENT, JAMNAGAR
CHANDRESH PATEL KORDIA

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the government have received a large number of complaints against telephone Department in Jamnagar region of Gujrat;

(b) if. So, the details of the complaints received during the last two years as on date; and

(c) the action taken on each of these complaints alongwith the outcome thereof?

Answer

MINISTER OF STATES FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

(a) & (b) The number of complaints received is not very high . The details about written complaints are given below:

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Jan 98-Dec 98  :  267
Jan 99-Dec 99  : 418
Jan 2000 - Mar 2000 :  050
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(c) Complaints received covered problems relating to telephone functioning, provision of new telephone connection, provision of new telephone exchange, provision of reliable media, etc. Except for 41 new telephone connections, 16 requests for new telephone exchange, 15 cases of reliable media, 15 cases of STD facility and 2 cases of staff; all the other cases have been already settled.